

FIG. 1

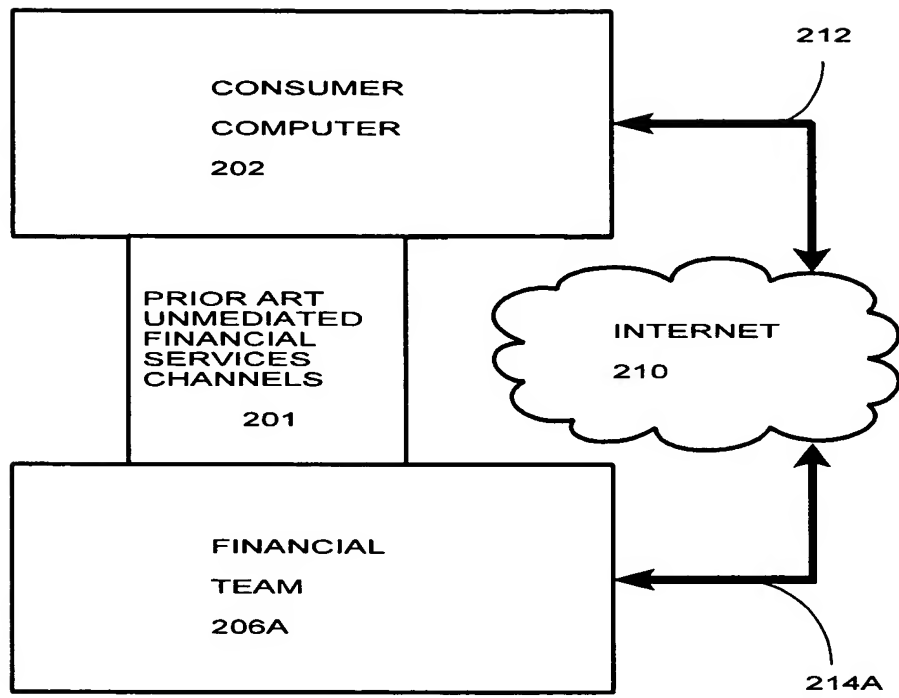


FIG. 2 PRIOR ART

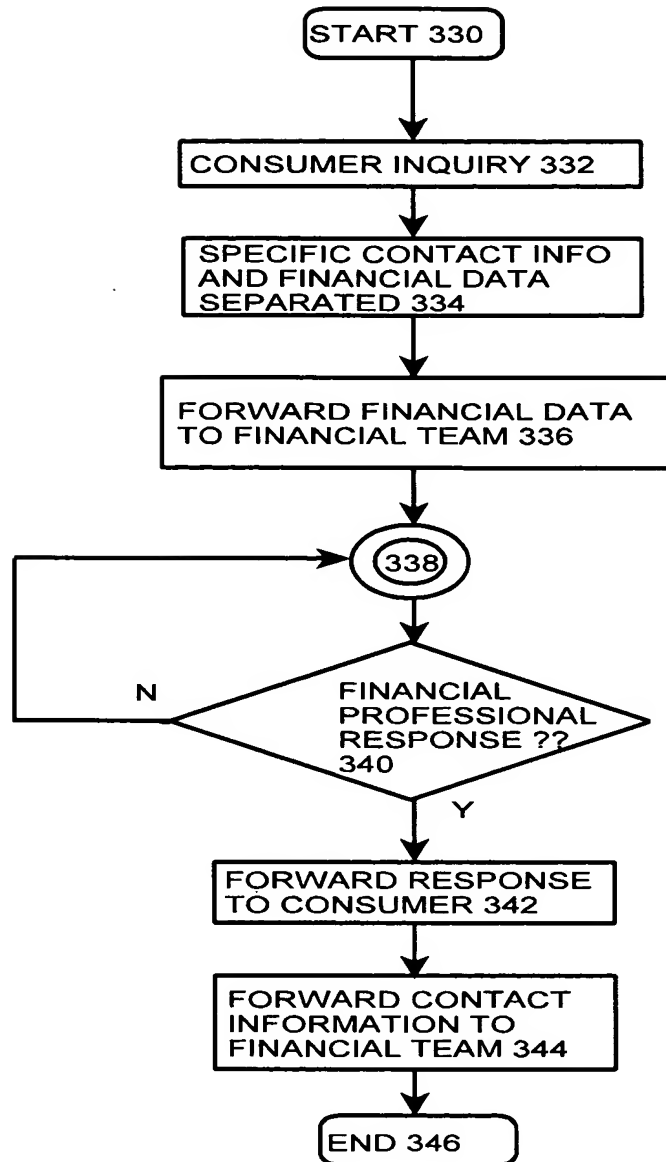


FIG. 3

# 404 402 Consumer Responses To Loan Officer Offers

406 408

Loan Officers in Dispatch    Loan Officers Removed From Dispatch    Deleted Loan Officers

Y / Y - Indicates Best/Worst Values

Loan Officer Name	Total # Leads	Total # Sent Offer	Total # Consumers Responded	Percent Consumers Responded	Total # Offers Accepted	Percent Offers Accepted	Total # Offers Declined	Percent Offers Declined	Total # Requested Info	Percent Requested Info
Clark,	58	9	2	22.22%	1	11.11%	0	0.00%	1	11.11%
Dew,	57	17	2	11.76%	1	5.88%	0	0.00%	1	5.88%
Gordon,	1	0	0	---	0	---	0	---	0	---
Ortagus,	1	0	0	---	0	---	0	---	0	---
Walker,	59	12	1	8.33%	1	8.33%	0	0.00%	0	0.00%
Wibbing,	64	62	8	12.90%	2	3.23%	2	3.23%	4	6.45%
Wilkinson,	58	27	7	25.93%	3	11.11%	1	3.70%	3	11.11%
TOTALS:	298	127	20	15.75%	8	6.30%	3	2.36%	9	7.09%

Run This Report Again

Close This Report

DATE GENERATED: 11/11/2003

TIME SPAN: 2 DAYS

FIG. 4

## Loan Officer Response Times

Loan Officers in Dispatch  
 Loan Officers Removed From Dispatch  
 Deleted Loan Officers  
 - Indicates Best/Worst Values

Loan Officer	Total # Leads	Total # Viewed	Total # Sent Offer	Total # Consumer Reviewed	Total # Consumer Responded	Avg Time For Dispatch	Avg Time To View Lead	Avg Time To Make Offer	Avg Time For Consumer Review	Avg Time For Consumer Response	Avg Time For Entire Process
Boll,	18	7	4	1	0	0:0:0:0	1:13:7:49	0:0:13:53	0:14:7:40	---	---
Booker,	18	8	8	6	2	0:0:0:0	1:23:12:19	0:0:2:8	0:7:37:9	0:0:1:0	2:3:21:0
Daniels,	17	10	10	5	1	0:0:0:0	1:13:34:32	0:0:20:1	0:5:39:20	0:0:0:14	1:11:32:37
Florucci,	18	0	0	0	0	0:0:0:0	---	---	---	---	---
Formento,	18	15	15	4	1	0:0:0:0	1:19:13:33	1:10:45:4	1:1:11:0	0:0:0:34	6:23:45:25
Gallis,	17	1	1	0	0	0:0:0:0	4:3:17:14	0:0:0:37	---	---	---
Gifford,	18	0	0	0	0	0:0:0:0	---	---	---	---	---
Gillespie,	18	0	0	0	0	0:0:0:0	---	---	---	---	---
Gomez,	18	1	0	0	0	0:0:0:0	0:0:14:0	---	---	---	---
Hibbert,	18	2	0	0	0	0:0:0:0	1:2:22:42	---	---	---	---
Katz,	18	17	16	5	4	0:0:0:0	1:15:47:6	0:0:0:29	0:12:50:52	0:0:2:8	1:12:38:32
Kennan,	11	0	0	0	0	0:0:0:0	---	---	---	---	---
Kerns,	18	18	18	8	2	0:0:0:0	1:8:35:29	0:2:45:32	0:4:25:19	0:0:0:24	1:14:45:38
Koeppen,	8	6	0	0	0	0:0:0:0	1:0:44:14	---	---	---	---
Krison,	17	10	10	4	2	0:0:0:0	1:19:34:34	0:0:0:20	0:4:10:47	0:0:0:47	1:23:21:3

FIG. 5